

St. Louis Hall

Service Improvement Schedule

(September 5, 2007)

Item	Solution
*Boiler	Overhaul, clean up and repair to be done prior to heating season. Monthly inspections during heating season. (New boiler installed during renovation).
*Extermination	Performed on a monthly basis. Specialized treatment will be performed as per tenant request.
*Bed Bug Policy	As per tenant request. A number of tenants have signed up and had their rooms fumigated. We will outreach to the remaining tenants to address bed bug issues.
*Repair Orders	As per tenant request. Completed within 10 days and immediately when there's an emergency.
Package Delivery	LG is developing a plan to accept packaged and deliveries for tenants with physical disability. We expect to develop a plan and put it in place no later than October 1.
Tenants with immediate service needs	Tenants with immediate service needs will be assisted pursuant to the following protocol, <u>See</u> attached Interim Case Management Services Protocol.

*ongoing services, policies and procedures